

# CloudShare for Support

## Solve more customer issues in less time

With increasing global competition and complexity of software, customer support is becoming more and more important to customer and business success. With limited tech talent, you need to make sure that your highly-skilled support engineers are spending their time productively on solving customer issues, and that your team is sharing resources and operating as efficiently as possible.

Companies need a solution that can maximize the results and productivity of their support teams – while positively impacting their bottom line. CloudShare's virtual IT labs enable technical support teams to quickly recreate customer scenarios and share complex IT environments across teams and time zones. With CloudShare for Support, organizations can drive efficiency and achieve the level of customer retention that is characteristic of today's most successful companies.

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*“Every time we use CloudShare it saves us anywhere from four hours to a day of time. Even if we use CloudShare once a week, the time savings and ROI are immense.”*



Avi Karnon,  
VP Global Support



## Technical Support that Makes Customers and Management Happy



### Quicker Time to Resolution:

Troubleshoot faster by spending less time provisioning and configuring customer environments, and enabling Tier 2/3 representatives to work on issues simultaneously.



### Effective Cost Control & Management:

Avoid unpleasant surprises with customizable environment lifespans, and auto-suspension and deletion of inactive environments. Gain insights at a glance with prebuilt dashboards.



### Easy Collaboration Across Teams:

Save the exact state of a customer issue with a snapshot and share with colleagues – for true global 24/7 support.



### Improved Resolution Quality:

Eliminate errors introduced by manual configurations with identical copies of product versions and customer environments.



### Fast Return on Investment:

Save hours of support time with each use by creating and reusing ready-made and custom templates.

# Reproduce Customer Scenarios Quickly and Share Easily

- **Offline Problem Solving:** Customer environments that can be replicated without re-architecting or modifying features mean you can troubleshoot anywhere/anytime, saving travel expenses and enabling round-the-sun support.
- **Support for Complex Networks and Topologies:** Regardless of how your network is set up on-premise (e.g. network adapters, CIDR blocks, nested virtualization), you can import it and replicate it on CloudShare exactly as is. An intuitive visual interface allows you to easily edit even the most complex topologies.
- **Quick Spin Up and Provisioning:** Easily replicate common scenarios by choosing from a vast library of fully-licensed templates or importing your own with the Quick VM Import tool.
- **Environment Images (Snapshots, Blueprints) and Revert:** Capture and share precise issues for effective collaboration across time zones. Your team can easily access and reuse product versions and customer environments, while always having the option to revert back to their original state.
- **Policies and Dashboards:** Control environment lifespans and automatically suspend and tear down inactive environments. Get insights at a glance and drill down to see usage by customer, representative, version and more.

The screenshot shows the CloudShare 'Imported VM' interface. At the top, there's a progress bar with four stages: 'Uploaded Machine', 'Upload', 'Validation', 'Snapshot', and 'Done'. The 'Snapshot' stage is currently active. Below the progress bar, there are two tables: 'Machine Details' and 'Import Details'. The 'Machine Details' table lists: Description (Best Product on Tiny ubuntu(64 MB RAM, 1 GB DISK, 2 CPUs)), OS (Linux), CPUs (2), Memory (64 MB), Disk (1 GB), User (admin), and Password (admin). The 'Import Details' table lists: Details, Uploaded Date (Wed, 07 Feb 2018 10:04:47 GMT), Project (Support Team's Project), and Snapshot (Best Product on Tiny ubuntu). Below the tables, there's a success message: 'Your VM was imported successfully. We created a snapshot of the VM Best Product on Tiny ubuntu. The next step toward adding this VM to any environment is to create a custom environment. In step 3 of the Custom Environment flow, add the Best Product on Tiny ubuntu snapshot from the Import VMs tab. Learn more'. At the bottom, it says 'Quick VM Import Tool'.

## About CloudShare

Since 2007, CloudShare has been the leading supplier of virtual IT labs in the cloud, with specialized solutions designed to meet a wide variety of business needs – including training, sales enablement, and sandboxing for testing and support. Offering unprecedented ease-of-use and efficiency, CloudShare's advanced technology and features turn cloud-based resources into true cloud solutions.

**To get started, contact us today!**

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